

## お客様関連データ／ Customer-Related Data

(年度)	単位/Unit	2018	2017	2016	2015	2014
「お客様の声」レポート件数／ Number of customer feedback reports		105,723	114,273	73,892	73,688	70,472
[事業分野別／ Breakdown by route type]						
国内線／ Domestic	%	62.43%	56.0%	48.3%	46.1%	47.8%
国際線／ International	%	34.83%	40.1%	37.4%	39.5%	38.5%
その他／ Other	%	2.73%	3.9%	14.3%	14.5%	13.8%
[内容別／ Breakdown by report type]						
お叱り／ Complaint	%	45.77%	41.1%	43.4%	35.8%	32.2%
お褒め／ Compliment	%	19.84%	18.5%	16.8%	21.2%	20.6%
ご意見・ご要望／ Comment/Request	%	16.53%	20.8%	21.5%	26.1%	27.9%
その他／ Other	%	17.84%	19.5%	18.3%	16.9%	19.3%